

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	4	("20010012356" "5946375" "6058163" "6263049").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/14 14:12
S2	1	("5793861").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/15 11:32
S3	9	("20010012356" "5793861" "5946375" "6058163" "6263049" "6442567" "6574661" "6640145" "6707904").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/14 13:21
S4	1	("6763104").PN.	US-PGPUB; USPAT	OR	OFF	2006/09/14 13:21
S5	24	("5452341"   "5479487"   "5586179"   "5623540"   "5633924"   "5675637"   "5825869"   "5828747"   "5832059"   "5867562"   "5870464"   "5903641"   "5943416"   "5963635"   "5970065"   "5974135"   "6424709"   "6493695").PN. OR ("6763104").URPN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/14 13:33
S6	304	(call near4 center) with (montor\$3 or quality\$3)	US-PGPUB; USPAT; USOCR	OR	ON	2006/09/14 13:34
S7	58	("4704734"   "4866710"   "5101501"   "5267261"   "5305308"   "5327575"   "5329635"   "5345467"   "5367558"   "5371738"   "5390339"   "5396541"   "5432843"   "5438608"   "5586338"   "5722074").PN. OR ("5794149").URPN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/14 14:06
S8	1645	(voice near3 record\$3) with ((call near2 center) or (customer near\$2 (center or service)))	US-PGPUB; USPAT; USOCR	OR	ON	2006/09/14 14:07
S9	582	S8 and session	US-PGPUB; USPAT; USOCR	OR	ON	2006/09/14 14:07
S10	163	S9 and (client or customer) near3 (ID or Identification or logon)	US-PGPUB; USPAT; USOCR	OR	ON	2006/09/14 14:41

## EAST Search History

S11	28	("4608638"   "4694483"   "4763353"   "4815120"   "4924488"   "5003574"   "5206903"   "5210789"   "5247569"   "5299260"   "5309513"   "5317628"   "5418845"   "5465286"   "5499291"   "5528678"   "5530744"   "5535256"   "5537470"   "5621789"   "5696811"   "5699412"   "5703943"   "5715307"   "5790650"   "5818907"   "5825869"   "5828747").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/14 14:16
S12	112	(379/256).CCLS.	US-PGPUB; USPAT	OR	OFF	2006/09/14 14:42
S13	0	(379/265).CCLS.	US-PGPUB; USPAT	OR	OFF	2006/09/14 14:42
S14	1444	(379/265.01-265.11).CCLS.	US-PGPUB; USPAT	OR	OFF	2006/09/14 14:43
S15	559	(379/265.02,265.02,265.1,).CCLS.	US-PGPUB; USPAT	OR	OFF	2006/09/14 14:44
S16	90	S15 and (voice near2 record\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/14 15:48
S17	1	("5533103").PN.	US-PGPUB; USPAT	OR	OFF	2006/09/14 15:48
S18	23	("3045068"   "3394229"   "3989899"   "4599493"   "4600814"   "4797911"   "4805209"   "4829514"   "4841574"   "4866756"   "4894857"   "4914586"   "5003574"   "5033088"   "5040208"   "5241586"   "5297195"   "5303296"   "5309505"   "5325290"   "Re34536").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/14 15:48
S19	51	("5533103").URPN.	USPAT	OR	OFF	2006/09/14 15:48
S20	13	("5097528"   "5402474"   "5446883"   "5533103"   "5594791"   "5909679"   "6005928"   "6026148"   "6064990"   "6088683"   "6138907"   "6149056"   "6234964").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/14 16:04
S21	0	qfiniti	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/14 16:04
S22	6	etalk	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/14 16:04

## EAST Search History

S23	6	("20010012356"   "5793861"   "5946375"   "6058163"   "6263049"   "6542602").PN. OR ("6801618").URPN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/14 16:07
S24	68	("4608638"   "4694483"   "4763353"   "4815120"   "4924488"   "5003574"   "5206903"   "5210789"   "5247569"   "5299260"   "5309513"   "5317628"   "5418845"   "5465286"   "5499291"   "5528678"   "5530744"   "5535256"   "5537470"   "5621789"   "5696811"   "5699412"   "5703943"   "5715307"   "5790650"   "5818907"   "5825869"   "5828747").PN. OR ("6058163").URPN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/14 16:41
S25	0	call near center with (voice and screen) near2 recording	US-PGPUB; USPAT; USOCR	OR	ON	2006/09/14 16:41
S26	0	call near2 center with (voice and screen) near2 recording	US-PGPUB; USPAT; USOCR	OR	ON	2006/09/14 16:41
S27	1	("6324517").PN.	US-PGPUB; USPAT	OR	OFF	2006/09/15 09:08
S28	1	("6370574").PN.	US-PGPUB; USPAT	OR	OFF	2006/09/15 09:08
S29	13	("5315711"   "5388252"   "5485569"   "5499291"   "5535256"   "5572652"   "5619183"   "5721842"   "5864772"   "5990852"   "6058163"   "6091712"   "6130668").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/15 09:08
S30	1	("6370574").URPN.	USPAT	OR	OFF	2006/09/15 09:10
S31	0	"10061941"	USPAT	OR	OFF	2006/09/15 09:10

## EAST Search History

S32	83	("20010000962"   "20010032335"   "20020038363"   "20020052948"   "20020065911"   "20020065912"   "20020128925"   "20020143925"   "20020165954"   "20030079020"   "20030144900"   "20040100507"   "20050138560"   "3594919"   "3705271"   "4684349"   "5101402"   "5267865"   "5311422"   "5597312"   "5717879"   "5790798"   "5809250"   "5825869"   "5958016"   "5978648"   "6009429"   "6014134"   "6014647"   "6018619"   "6035332"   "6038544"   "6039575"   "6057841"   "6076099"   "6078894"   "6108711"   "6122665"   "6122668"   "6138139"   "6144991"   "6146148"   "6154771"   "6157808"   "6171109"   "6182094"   "6195679"   "6201948"   "6211451"   "6225993"   "6236977"   "6244758"   "6286030"   "6286046"   "6288753"   "6289340"   "6301462"   "6301573"   "6324282"   "6347374"   "6351467"   "6370574"   "6404857"   "6418471"   "6459787"   "6493758"   "6502131"   "6510220"   "6535909"   "6542602"   "6546405"   "6583806"   "6606657"   "6674447"   "6683633"   "6697858"   "6757361"   "6772396"   "6792575"   "6810414"   "6820083"   "6870916"   "6901438").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/15 09:11
S33	1645	(voice near3 record\$3) with ((call near2 center) or (customer near\$2 (center or service)))	US-PGPUB; USPAT; USOCR	OR	ON	2006/09/15 09:42
S34	113	S33 and record\$4 with rule	US-PGPUB; USPAT; USOCR	OR	ON	2006/09/15 09:42
S35	0	(379/112.01+).CCLS.	US-PGPUB; USPAT	OR	OFF	2006/09/15 11:32
S36	348	(379/112.01).CCLS.	US-PGPUB; USPAT	OR	OFF	2006/09/15 11:34
S37	112	(379/256).CCLS.	US-PGPUB; USPAT	OR	OFF	2006/09/15 11:34
S38	518	(379/112.01-112.09).CCLS.	US-PGPUB; USPAT	OR	OFF	2006/09/15 11:37
S39	1	("6801618").PN.	US-PGPUB; USPAT	OR	OFF	2006/09/18 15:18

## EAST Search History

S40	6	("20010012356"   "5793861"   "5946375"   "6058163"   "6263049"   "6542602").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/18 10:01
S41	2	("5946375"   "6263049").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/18 10:38
S42	18	e-talk	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/18 10:44
S43	22	("4379946"   "4706080"   "4706081"   "4757267"   "4805209"   "4821034"   "4866758"   "4942540"   "4943996"   "5007017"   "5008930"   "5097528"   "5136634"   "5181239"   "5271058"   "5291551"   "5335269"   "5555299"   "5684870"   "5754638"   "5768262"   "5915010").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/18 11:09
S44	1	("6959079").PN.	US-PGPUB; USPAT	OR	OFF	2006/09/18 11:10
S45	37450	customer with service	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/18 15:18
S46	22473	customer near2 service	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/18 15:19
S47	17362	customer near service	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/18 15:20
S48	3	degree near seperation	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/18 15:20
S49	0	degree near seperation	FPRS	OR	OFF	2006/09/18 15:20
S50	0	customer near service	FPRS	OR	OFF	2006/09/18 15:20
S51	0	customer and service	FPRS	OR	OFF	2006/09/18 15:20
S52	0	call and center	FPRS	OR	OFF	2006/09/18 15:20
S53	2102	customer with call near2 center	US-PGPUB; USPAT; USOCR	OR	OFF	2006/09/18 15:21
S54	127	customer with call near2 center	EPO; JPO	OR	OFF	2006/09/18 15:22
S55	2	S54 and record	EPO; JPO	OR	ON	2006/09/18 15:22
S56	165	customer with call near2 center	EPO; JPO	OR	ON	2006/09/18 15:25
S57	4	S56 and record	EPO; JPO	OR	ON	2006/09/18 15:23
S58	4	S56 and quality	EPO; JPO	OR	ON	2006/09/18 15:25

## EAST Search History

S59	1	("6801618").PN.	US-PGPUB; USPAT	OR	OFF	2006/11/27 12:36
S60	1	("6801618").PN.	US-PGPUB; USPAT	OR	OFF	2006/12/08 09:46